



How to Access the Benefits and Entitlements Web Automated System

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Our web automated system - the Employee Benefits Information System (EBIS) - is a secure web program. As a result, before you can use EBIS you must log in to the AFPC Secure web site. To get started, go to http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm, and click on “Enter the AFPC Secure Web Site Login.”

You may access the AFPC Secure web site via (1) DoD PKI certificate or (2) the regular AFPC Secure UserID and password.

DoD PKI Certificate. You may use this method to access AFPC Secure if your browser has been configured for use with the Common Access Card (CAC) and CAC personal identification number (PIN), or a DoD PKI software certificate.

-- Click “OK” when you see your certificate in the “Client Authentication” dialog box. Insert your CAC card into the reader on your computer, and enter your CAC PIN at the prompt.

-- You will then be given access to the AFPC Secure Web. Follow the directions on the next page of this instruction sheet to enter EBIS.

-- If you are a first-time user of AFPC Secure logging in via CAC or software certificate, we recommend you establish a regular UserID and password while logged on. You’ll need a UserID and password if you want to access EBIS from your home computer or another workstation. If you are not configured to use your CAC, or just prefer to use the regular AFPC Secure UserID and password, follow the next step.

UserID and Password. If you are not configured to use the CAC, or prefer to log into AFPC Secure via UserID and password, or if you are logging into AFPC Secure from home or another workstation, click Cancel when the “Client Authentication” dialog box appears on your screen, and then input your UserID and password and press “Submit.” (Note: If you’ve already logged in to AFPC Secure via CAC or software certificate, you’ll need to connect to AFPC Secure using your CAC or software certificate in order to establish a UserID and password.)

-- If this is your **first** time logging into the AFPC secure web site and you wish to use the regular UserID and password process, you will create a UserID and password as follows:

--- Click on the “Civilian” button. The Civilian Verification Screen will appear. Enter your social security number, date of birth, service computation date for leave, pay plan, grade, and step. You will find this information on your most recent Leave and Earnings Statement (LES) or SF 50 (Notification of Personnel Action).

--- Once the system accepts this information, you will create a UserID and password. The UserID will default to the first four letters of your last name and the last four numbers of your SSN unless you enter a different one. The system will require you to enter a valid E-mail address either at home or work. After the system accepts your UserID and password, click on “Return to Login Screen.” The system will take you back to the AFPC Secure Web Sites Login page where you will input your newly created UserID and password and press “Submit.” (The Secure Web Sites page will appear. Scroll to the bottom and click on the “Create/Edit Questions” button. This feature

allows you to create 4 revalidation questions and answers. If you later forget your password, click on the "Password Re-creation Process" button, answer your questions, and the system will allow you to create a new password.)

-- If you already have a UserID and password, you will input it. If you have forgotten your UserID, you will have to call the Civilian Technical Assistance Center (TAC) at the phone number listed on the bottom of the screen to have your account reactivated. You will also have to contact the DPC TAC if you forget your password and have not created the revalidation questions.

To Enter EBIS. After accessing the AFPC Secure web site, click on the "EBIS" button. This will take you to the EBIS web transactions area where you may conduct benefits transactions, obtain benefits information, or obtain annuity estimates.

-- **Click the item on the EBIS menu that relates to the benefits transaction you are trying to complete.** For example, if you wish to conduct a TSP open season transaction, click on "TSP." At the next screen click on Personal TSP Information, then TSP Personal Transactions, then TSP Open Season. If you want a retirement estimate, click "Retirement" on the menu. When the next screen appears, click on "Personal Retirement Information." You may then obtain an estimate from either "Personal Statement of Benefits" or "Annuity Estimates."

-- **As an added security measure, you must input your SSN and BEST PIN to access your records.** Your BEST PIN is the same for the BEST phone system and EBIS.

--- If you have never before accessed either the BEST phone system or EBIS, your PIN will be a four-digit number equivalent to your month and year of birth, for example, June 1960 will be 0660. The system will require you to change your PIN to a six-digit number of your choice. This six-digit PIN will continue to be your BEST PIN, for use with both the BEST phone system and EBIS, until you change it.

--- If you have previously used either EBIS or the BEST phone system, then your PIN will already be a six-digit number that you personally selected. If you have forgotten your PIN, you may click on "PIN" on the EBIS menu, followed by clicking on "I don't remember my PIN." The system will prompt you to provide your social security number, date of birth, service computation date for leave, pay plan, grade, and step. Once the system verifies this information, you will be allowed to select a new six-digit PIN.

If you need to reach a Benefits Counselor, dial 1-800-997-2378 (or commercial 527-2378 if calling within the San Antonio, Texas area). If located overseas, you will dial a toll-free direct access number, which you may obtain from your local Civilian Personnel Flight (CPF). You will be required to input your SSN and PIN. When you reach the main menu, press 1 for health benefits, 2 for retirement, 3 for Thrift Savings Plan, or 4 for life insurance -- then press 0 to be transferred to a counselor.

Hearing impaired employees with access to Telecommunications Device for the Deaf (TDD) equipment can reach a Benefits Counselor by dialing 1-800-382-0893 (or commercial 565-2276 within the San Antonio, Texas area). If located overseas, dial a toll-free direct access TDD number (obtain from CPF).

Benefits Counselors are available Monday - Friday, 7 a.m. - 6 p.m. Central Standard Time (CST).